



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

## J O B   A N N O U N C E M E N T

**POSITION TITLE:** Senior Office Manager **PCN:** 108120  
(Non-Bargaining)

**DEPARTMENT/LOCATION:** Clerical Support/ Northland Opp. Center **P.R.:** N12

**REPORTS TO:** Deputy Director, Customer Service

**RESPONSIBILITIES:** Supervise and manage a team of Public Inquiries Assistants (PIA) within the Call Center. Monitor daily operations of the Call Center. Ensure that PIAs are in compliance with all relevant agency policies. Participate in interviews; administer performance evaluations and disciplinary actions. Monitor agent calls daily and perform weekly quality assurance monitoring and coaching. Generate and manage daily, weekly, and monthly reports for each team member. Maintain accurate records, gather and analyze relevant data. Provide training to the unit staff on agency policies and procedures, federal and state regulations and requirements as they relate to general questions regarding employment assessment, determining and re-determining eligibility for financial, medical, food stamps, emergency, child care assistance. Attend on-going training both internally and externally as required. Provide weekly and monthly updates and recommendations to maximize service. Serve as liaison between Call Center and customers, agency departments, and other groups.

**MINIMUM QUALIFICATIONS:** Associate's degree in Business Administration or related field with three (3) years office administration or clerical experience; or any equivalent combination of training and experience. **Preferred Qualifications:** Three (3) years of experience in call center management; including knowledge of call center workforce management software and experience with Call Center employee training and development.

**STARTING SALARY:** \$18.90 per hour, plus a Comprehensive Benefits Package  
180 day probationary period

**DATE POSTED:** Thursday, May 12, 2016

**DEADLINE TO APPLY:** Wednesday, May 25, 2016

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

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